

**FIG. 1**

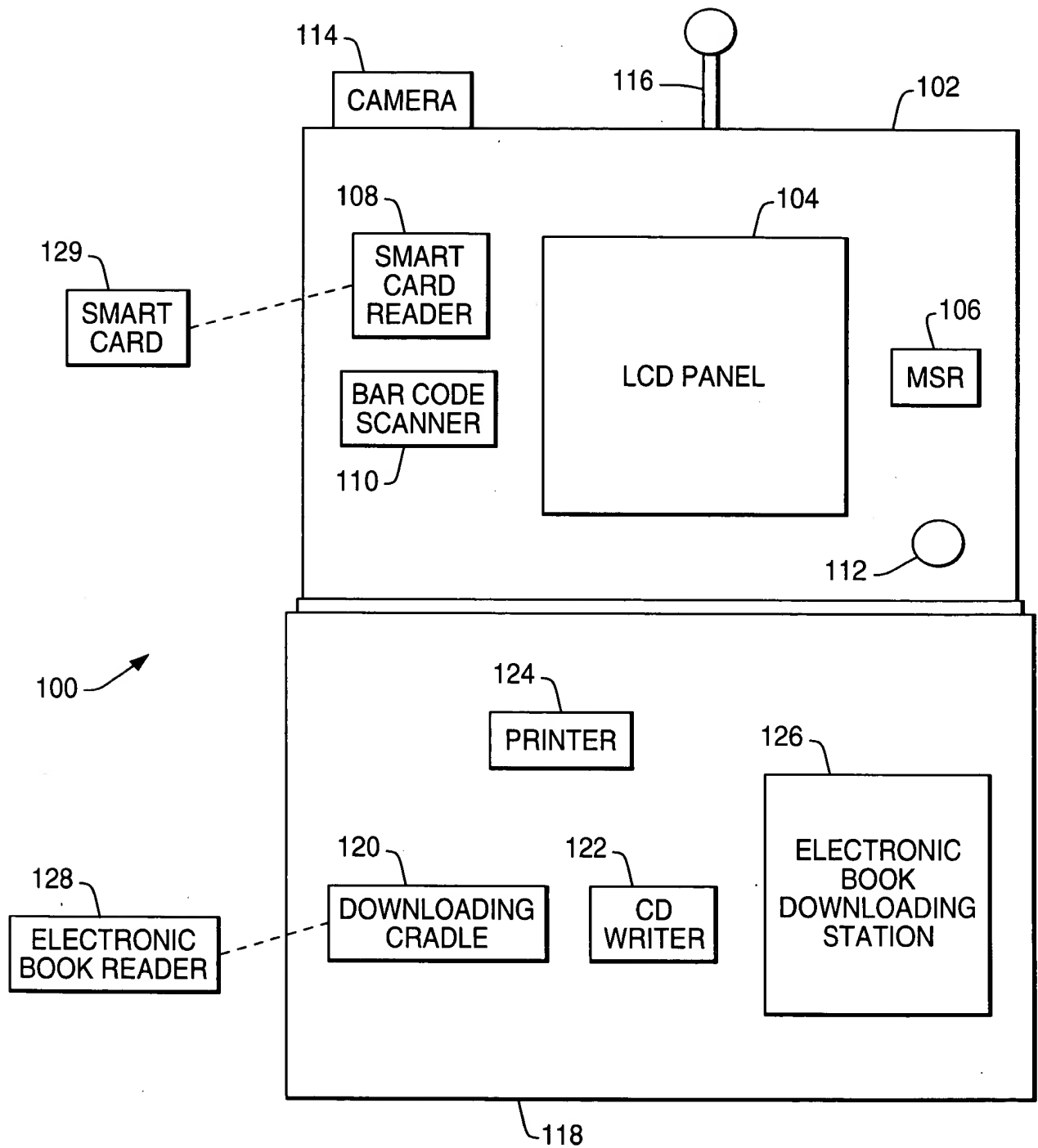
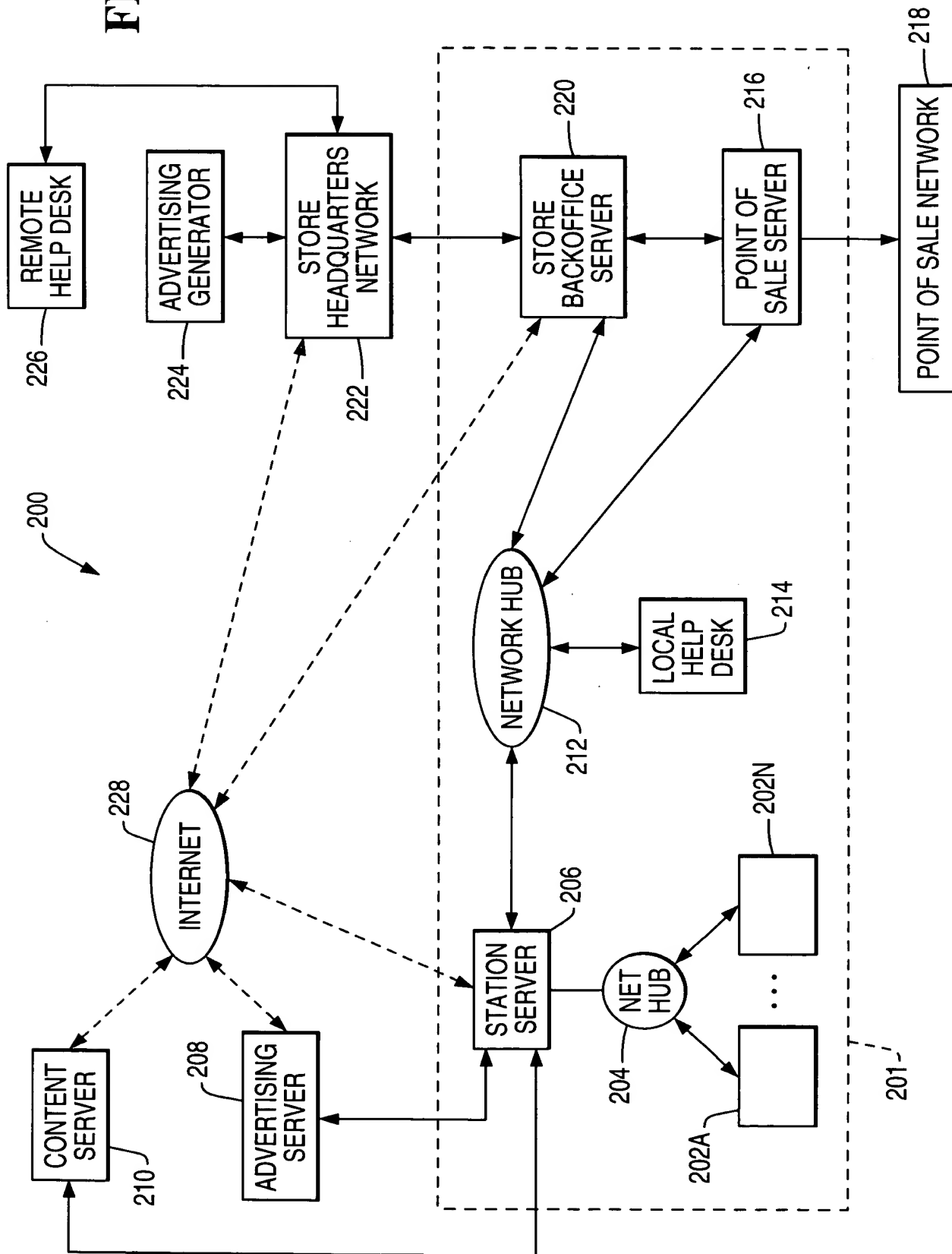
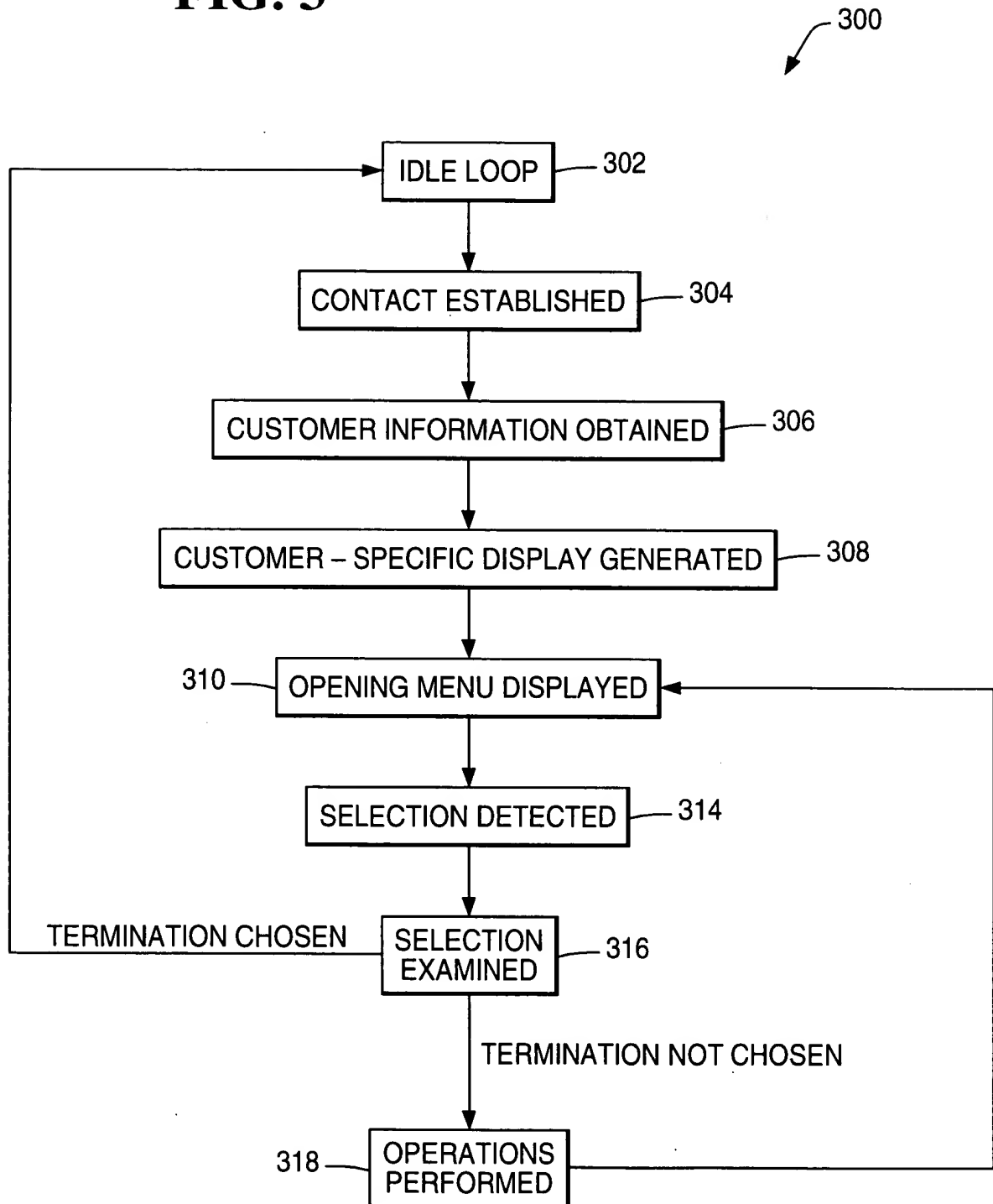


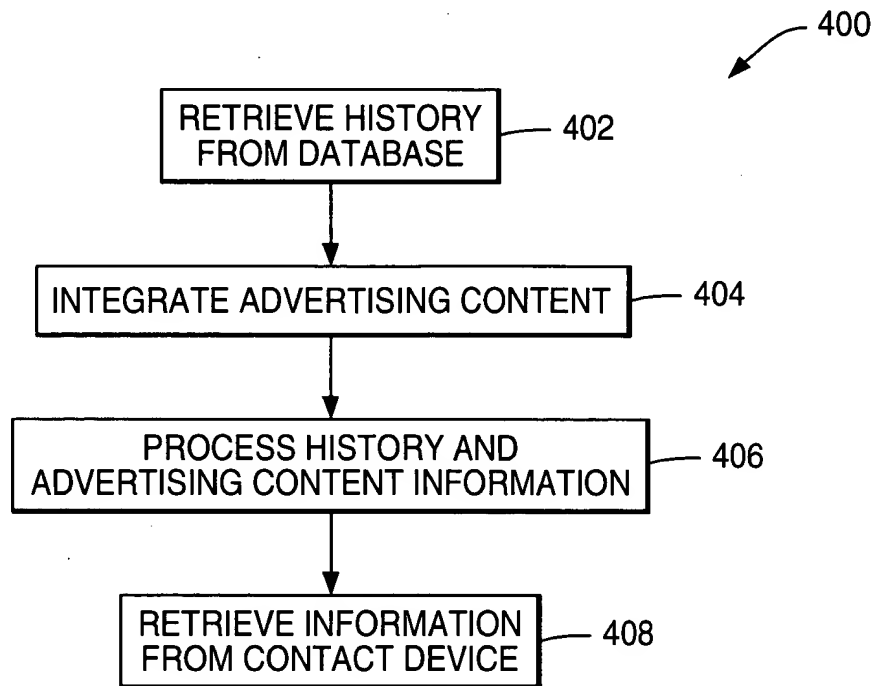
FIG. 2



**FIG. 3**



**FIG. 4**



**FIG. 7**

HELLO MR. JONES  
SEARCH FOR TITLES

PLEASE FILL AS MANY FIELDS AS DESIRED

AUTHOR \_\_\_\_\_ 702A

TITLE \_\_\_\_\_ 702B

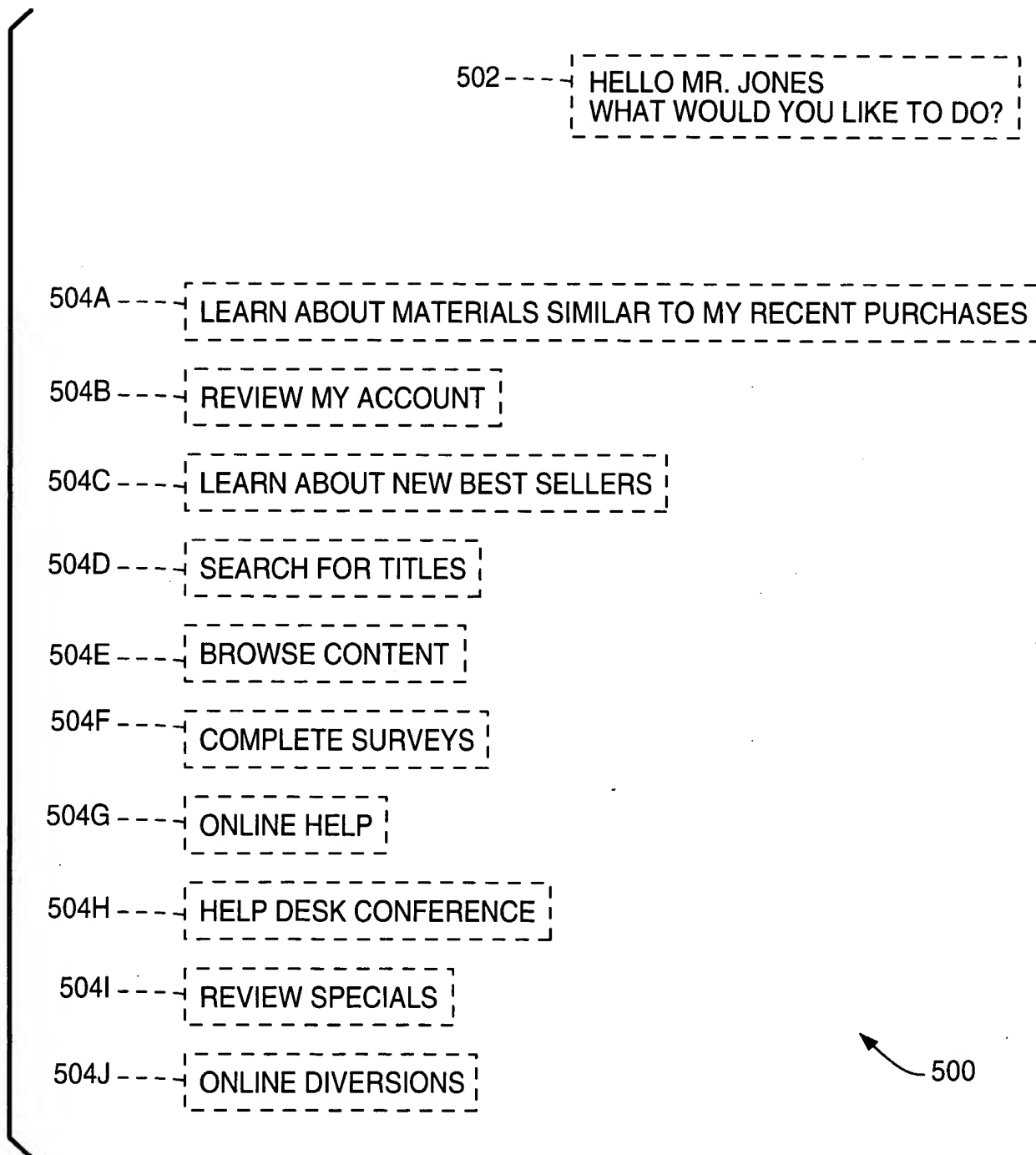
SUBJECT \_\_\_\_\_ 702C

KEYWORD \_\_\_\_\_ 702D

SUBMIT SEARCH

700

**FIG. 5**



HELLO MR. JONES  
REVIEWING SUGGESTIONS

BASED ON YOUR RECENT BROWSING AND PURCHASING ACTIVITY, THE FOLLOWING TITLES MAY BE OF INTEREST TO YOU

FICTION

ANNE TYLER

THE ACCIDENTAL TOURIST

SAINT MAYBE

LADDER OF YEARS

DINNER AT THE HOMESICK RESTAURANT

NONFICTION

BOB SEHLINGER

THE UNOFFICIAL GUIDE TO WALT DISNEY WORLD

KELLY MONAGHAN

ORLANDO'S OTHER THEME PARKS

602

604

600

FIG. 6

FIG. 8

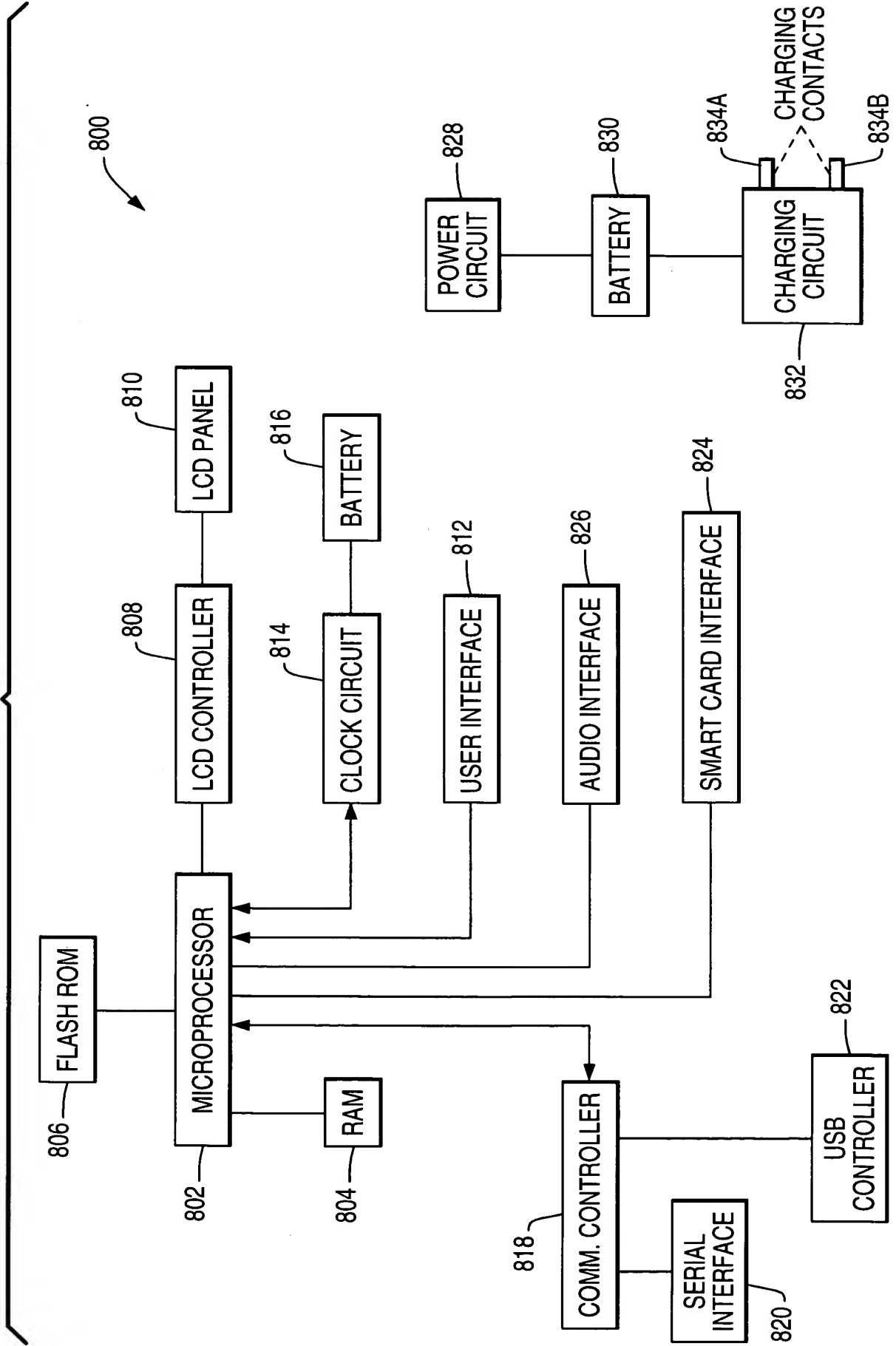
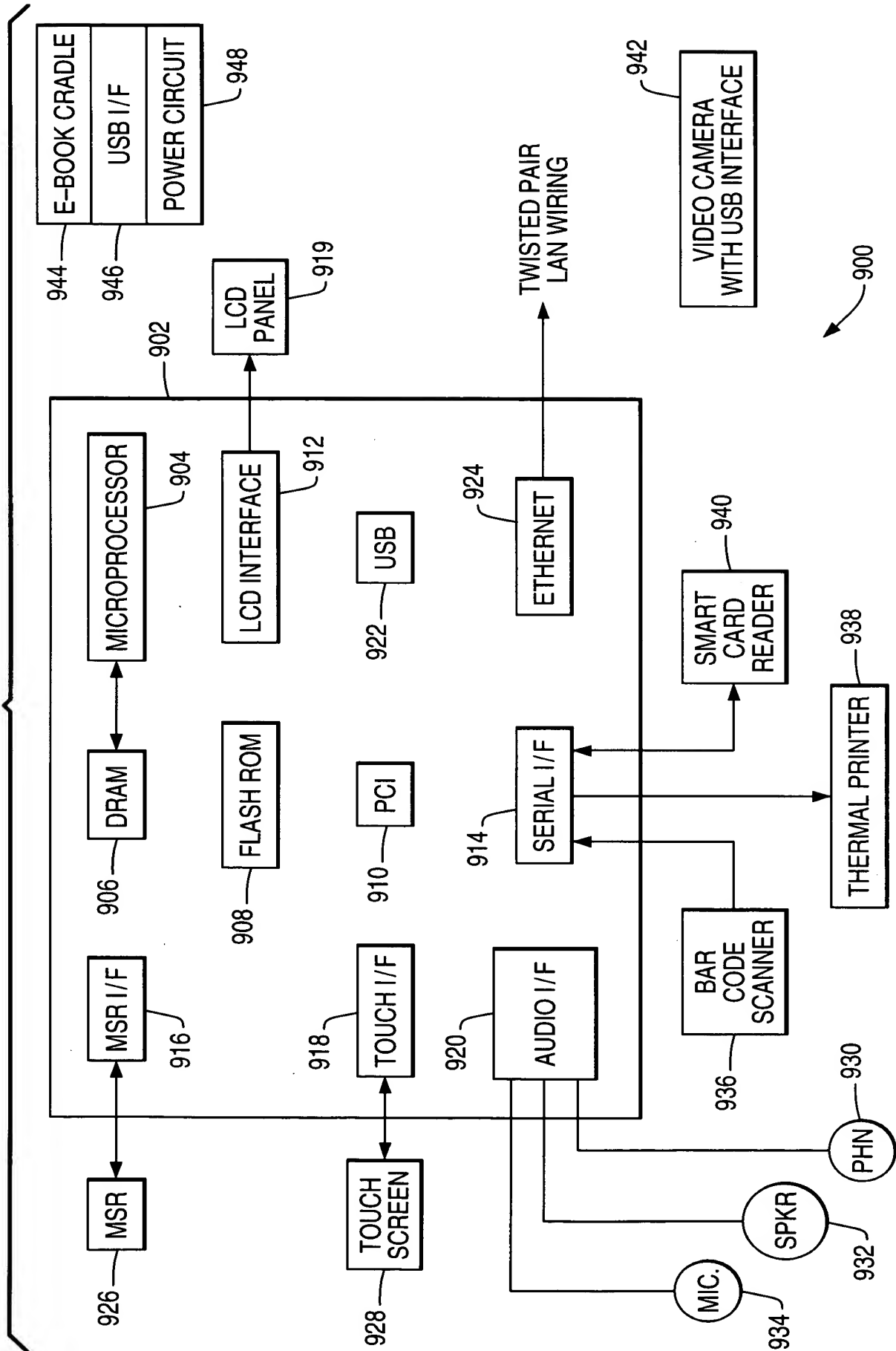


FIG. 9

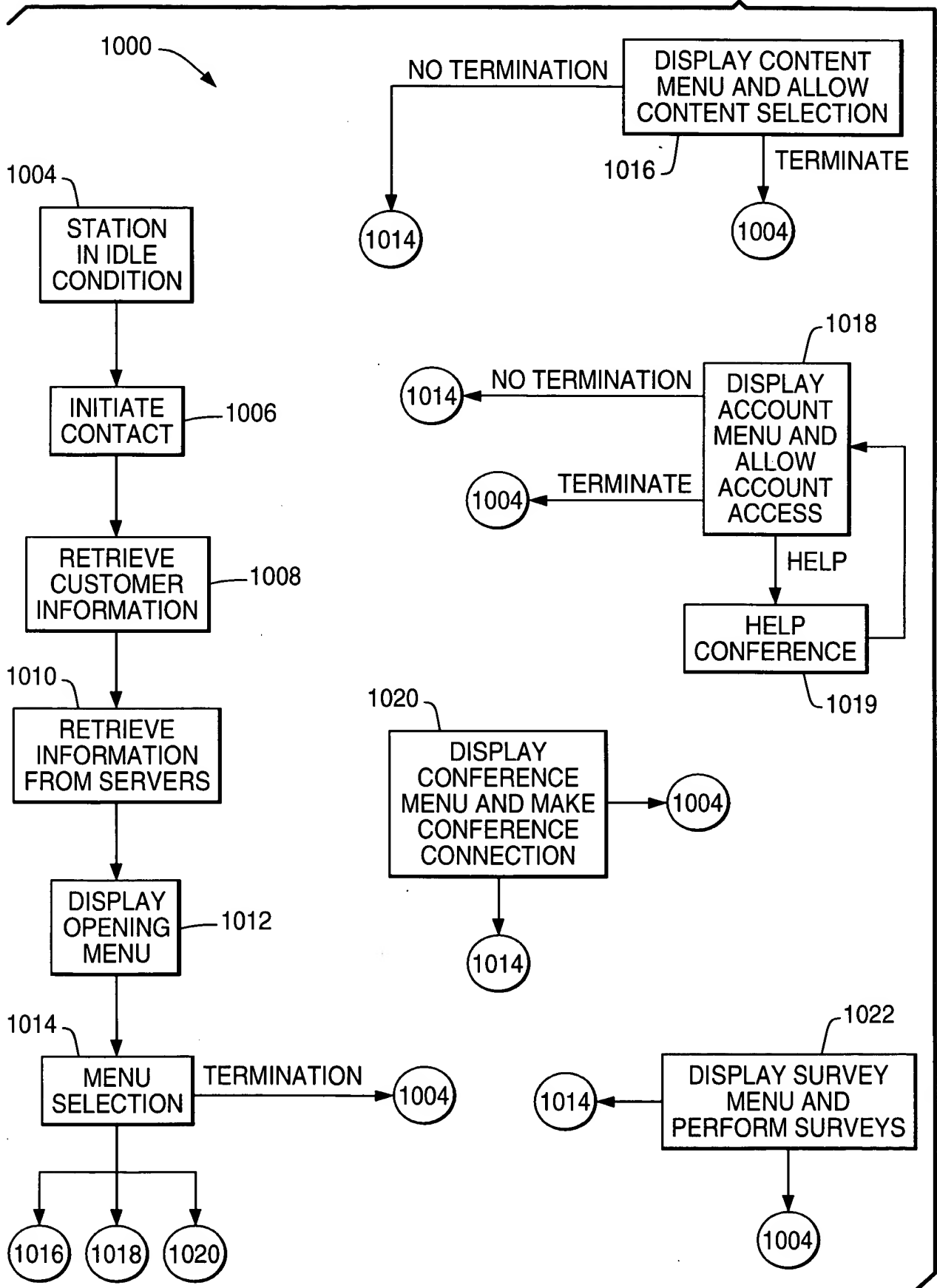




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graph TD
    1000((1000)) --> 1004[STATION IN IDLE CONDITION]
    1004 --> 1006[INITIATE CONTACT]
    1006 --> 1008[RETRIEVE CUSTOMER INFORMATION]
    1008 --> 1010[RETRIEVE INFORMATION FROM SERVERS]
    1010 --> 1012[DISPLAY OPENING MENU]
    1012 --> 1014[MENU SELECTION]
    1014 -- TERMINATION --> 1004
    1014 --> 1016((1016))
    1014 --> 1018((1018))
    1014 --> 1020((1020))
    1016 -- NO TERMINATION --> 1014
    1016 -- TERMINATE --> 1004
    1018 -- NO TERMINATION --> 1014
    1018 -- TERMINATE --> 1004
    1018 -- HELP --> 1019[HELP CONFERENCE]
    1019 --> 1018
    1020 --> 1004
    1020 --> 1014
    1022[DISPLAY SURVEY MENU AND PERFORM SURVEYS] --> 1014
    1022 --> 1004

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**FIG. 11**

